



omega

Instruction Manual

Induction Cooktop

OCI64PP

Thank you for purchasing an Omega appliance

Tailored for the modern aesthetic and lifestyle of busy people, your new Omega Appliance will make a welcome addition to the family.

Omega caters to style-savvy customers who look for balance between stunning form and clever function. This means a combination of sleek, chic, sophisticated design yet effortless functionality. And we source from the best. The best craftsmanship. The best innovation. From the best international design-houses.

All brought together under an appliance that stands for design-led balance.

Please take the time to read through the following instruction manual to familiarise yourself with the installation, operation requirements and maintenance to ensure optimum performance.

Further Information

For important information about your Omega Appliance such as warranty registration, manuals, features, and specifications please visit omegaappliances.com.au (if you are in Australia) and omegaappliances.co.nz (if you are in New Zealand) or contact our Customer Care team on the below email or phone numbers.

Registering Your Warranty

For peace of mind you can register your warranty at omegaappliances.com.au. Further information on the Warranty can be found at the end of this manual.

Contact Us

Our customer service team is here to help you with any question or concern. Both teams are on call Monday to Friday 9.00am to 5.00pm and of course you can always send an email at your convenience.

Australia Contact Details

Monday to Friday 9.00am – 5.00pm

Email: support@residentiagroup.com.au

Phone: 1300 11 4357

New Zealand Contact Details

Monday to Friday 9.00am – 5.00pm

Email: customercare@monacocorp.co.nz

Phone: 09 415 6000

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facebook.com/omegaappliances

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READ THE INSTRUCTION BOOKLET BEFORE INSTALLING AND USING THE APPLIANCE.

It is important that you retain these instructions, proof of purchase as well as other important documents about this product for future reference.

The manufacturer will not be responsible for any damage to property or to persons caused by incorrect installation or improper use of the appliance.

Due to continual product development, Omega reserves the right to alter specifications and appearances without notice.

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Disposal Information

- Most of the packaging materials are recyclable. Please dispose of these materials through your local recycling depot or by placing them into appropriate collection containers.
- If you wish to discard this product, please contact your local authorities and ask for the correct method of disposal.

Important Safety Warnings

IMPORTANT: Read the assembly instruction section and safety precautions of this booklet carefully before removing the contents of this carton.

1. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience or knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.
2. After removing the packaging, make sure to check if there is any damage to the appliance. If there is any damage, never attempt to install the appliance and immediately contact your retailer. As packaging materials can be dangerous to children, they need to be collected immediately and put out of reach.
3. In certain circumstances electrical appliances may be a safety hazard. Check the conformity of voltage and power settings, which are specified on the information plate attached to the appliance and/or packaging, with the usage conditions available.
4. Do not place heavy objects in or on these appliances, use for storage or as a cutting surface as sharp edges can damage the surface. This appliance is designed for cooking food only. Use flat based, stable, inductive cooking rated cooking vessels only.
5. This appliance is designed for domestic household use only and for the cooking of domestic food products. Use as a commercial appliance will void the warranty. It should not be used in a marine environment or outdoors and must be fully built in. Do not use the appliances until fully installed.
6. A means for disconnection must be incorporated in the fixed wiring in accordance with the wiring rules.
7. The electrical connection must be accessible after installation. The appliance must be electrically isolated before any maintenance can be performed.
8. The appliance is not intended to be operated by means of an external timer or separate remote-control system.
9. Electrical connection must be made as per local wiring rules and regulations. Do not disconnect the appliance with wet hands or bare feet, and do not disconnect the power cord with extreme force.
10. Ensure that the kitchen is well ventilated or mechanical ventilation is in use while cooking on this appliance.
11. Do not store or use flammable materials or aerosols near the cooktop. Items made from aluminium, plastic, plastic film & sugar-based foods should also be kept away from the appliance, as they may fuse to the surface.
12. **WARNING** – The surface temperature of this appliance – exceeds 95°C. To avoid a hazard, under bench access must be restricted. A board must be installed underneath the cooktop. Heat from the underside of the unit will be expelled by inbuilt fans – do not block.
13. **WARNING** - The cooktop will become hot during and directly after use. Do not touch the surface during this time, as it may be hot and can cause burns. To avoid burns, children should be kept away.
14. Cleaning may only be commenced on the appliance once it has cooled down and is turned off. Failure to clean properly can damage the unit. Do not use a steam clean, steam jet or any other high-pressure cleaning equipment to clean the appliance.
15. When the appliance is not being used, turn the appliance off.
16. Where this appliance is installed in a caravan, it shall NOT be used as a space heater.
17. Do not modify this appliance.
18. Do not use harsh abrasive cleaners or sharp metal scrapers to clean the glass surface as they can scratch the surface, which may result in the glass shattering. Clean the glass using a warm damp cloth (e.g. dishcloth) and dry it with a soft dry tea towel.
19. All cabinetry and materials used in the installation must be able to withstand a minimum temperature of 50°C above the ambient temperature of the room it is located in, whilst in use. Certain types of vinyl or laminate kitchen furniture are particularly prone to heat damage or discolouration at temperatures below the guidelines given above. Any damage caused by the appliance being installed without adhering to the temperature limits set out above will be the liability of the owner. To avoid any hazards, limit access to the under-bench section of the cooktop.
20. Damage can occur to bench tops if pots and pans are allowed to overlap the bench top. This can result in heat being transferred to the bench top. Ensure that correct sized pots & pans are used. Pans should be lifted on and off the cooktop surface and not dragged. Cooking zones should not be switched on without cookware placed on it. Do not place empty cookware onto the cooking zones when in use.
21. If any cracking is noticed on the cooktop, turn the appliance off immediately and call your Omega Service Centre.

omega

Important Safety Warnings

22. Do not leave the cooktop while cooking with solid or liquid oils. There may be flaming up in conditions of extreme heating. Never pour water onto the flames occurring from oil. Immediately turn the cooktop off and cover the pan with a lid or fire blanket in order to smother the flame.
23. Users with pacemakers should keep their upper body at least 30cm away from any operational inductive cooking zone. If in doubt, please consult your doctor before use.
24. Do not place metal objects such as spoons or pan lids onto the cooktop as they may become hot or cause damage to the surface.
25. A small amount of noise will sometimes be heard as elements turn on & off during operation. This is normal and not a fault.
26. **WARNING:** If the surface is cracked, switch off the appliance to avoid the possibility of electric shock.
27. Metallic objects such as knives, forks, spoons and lids should not be placed on the hob surface since they can get hot.
28. Danger of fire: Do not store items on the cooking surface.
29. **CAUTION:** The cooking process has to be supervised. A short-term cooking process has to be supervised continuously.
30. **WARNING:** Unattended cooking on a hob with fat or oil can be dangerous and may result in a fire.
31. If the supply cord is damaged, it must be replaced by Omega Service Centre in order to avoid a hazard.
32. If the appliance is being hardwired, it must be installed by an authorized technician.

Installation Instructions

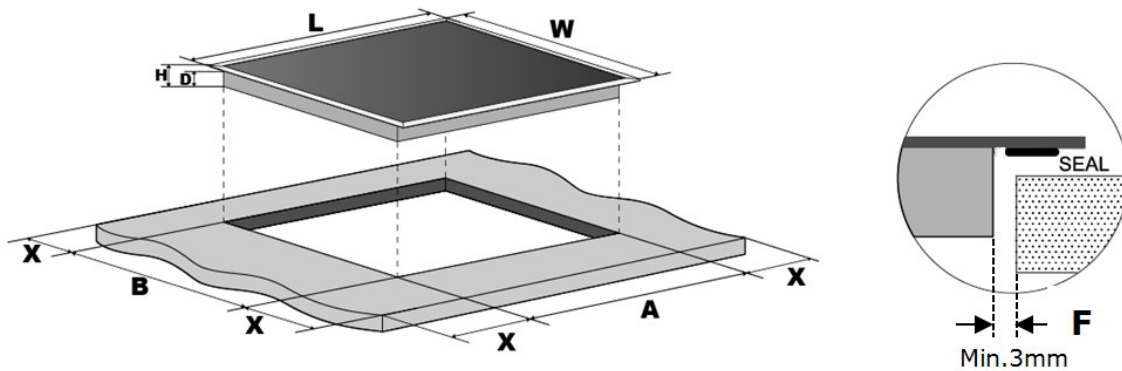
Cut out work the surface according to the sizes shown in the drawing.

For the purpose of installation and use, a minimum of 5 cm space shall be preserved around the hole.

Be sure the thickness of the surface is at least 30mm. Please select heat-resistant and insulated work surface material (Wood and similar fibrous or hygroscopic material shall not be used as surface material unless impregnated) to avoid the electrical shock and larger deformation caused by the heat radiation from the hotplate. As shown below:



Note: The safety distance between the sides of the hob and the inner surfaces of the worktop should be at least 3mm.



L(mm)	W(mm)	H(mm)	D(mm)	A(mm)	B(mm)	X(mm)	F(mm)
590	520	60	56	560+4+1	490+4+1	50 min.	3 min.

Under any circumstances, make sure the Induction cooker hob is well ventilated and the air inlet and outlet are not blocked. Ensure the induction cooker hob is in good work state. As shown below:



Note: The safety distance between the hotplate and the cupboard above the hotplate should be at least 650 mm.

Installation Instructions

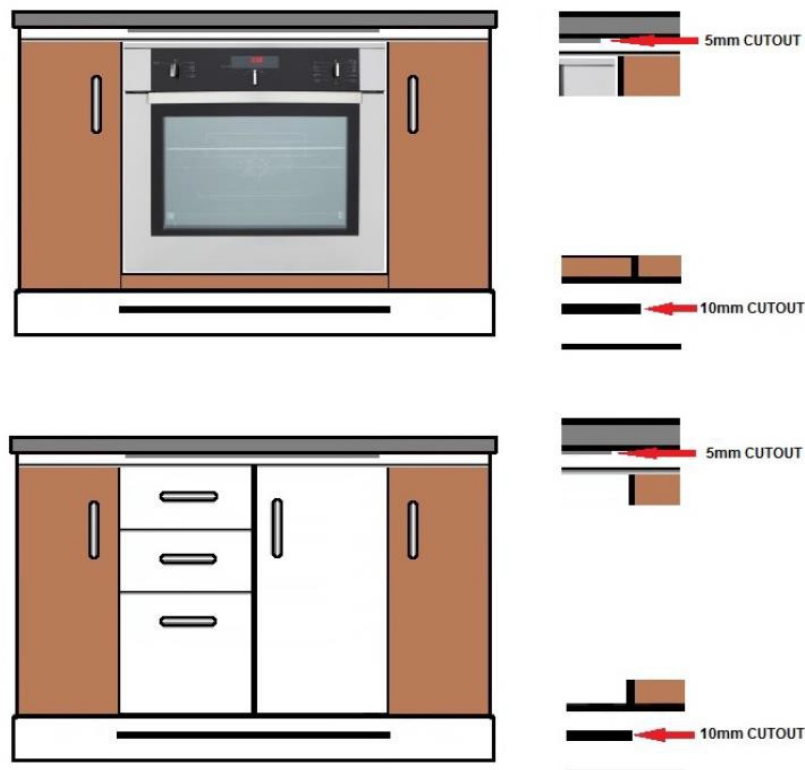
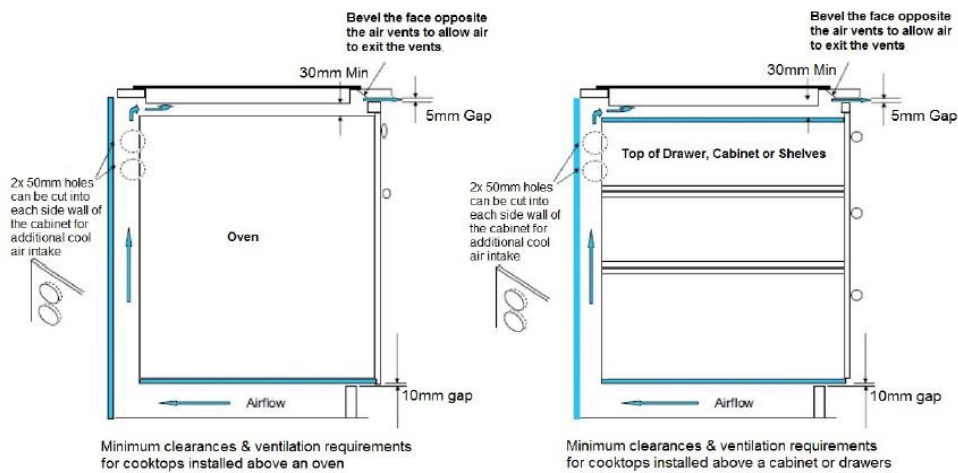
Ventilation Requirement

All induction cooktops are fitted with cooling fans that draw fresh air in from the rear of the unit and expel the warm air through vents at the front.

When installing your cooktop, the following ventilation requirements are as follows:

- 5 mm ventilation cut out below the bench top the width of the cooktop.
- 10 mm ventilation cut out in the base of the kick plate.
- 50 mm gap behind the oven or draws.
- A minimum gap of 30 mm between the oven and base of the cooktop.
- Ventilation gaps should not be obstructed by any drawers, cupboards, etc.

This diagram is a typical example when fitted above an oven or drawers.



Installation Instructions



- Be aware that the glue that join the plastic or wooden material to the furniture, has to resist to temperature not below 150°C, to avoid the unstuck of the paneling.
- There are ventilation holes around outside of the hob. YOU MUST ensure these holes are not blocked by the worktop when you put the hob into position.
- The rear wall, adjacent and surrounding surfaces must therefore be able to withstand a temperature of 90°C.

Before installing the hob, ensure that:

- The work surface is square and level, and no structural members interfere with space requirements.
- The work surface is made of a heat-resistant and insulated material.
- If the hob is installed above an oven, the oven has a built-in cooling fan.
- The installation will comply with all clearance requirements and applicable standards and regulations.
- A suitable isolating switch providing full disconnection from the mains power supply is incorporated in the permanent wiring, mounted and positioned to comply with the local wiring rules and regulations.
- The isolating switch must be of an approved type and provide a 3 mm air gap contact separation in all poles (or in all active [phase] conductors if the local wiring rules allow for this variation of the requirements).
- The isolating switch will be easily accessible to the customer with the hob installed.
- You consult local building authorities and by-laws if in doubt regarding installation.
- You use heat-resistant and easy-to-clean finishes (such as ceramic tiles) for the wall surfaces surrounding the hob.

After installing the hob, ensure that:

- The power supply cable is not accessible through cupboard doors or drawers.
- There is adequate flow of fresh air from outside the cabinetry to the base of the hob.
- If the hob is installed above a drawer or cupboard space, a thermal protection barrier is installed below the base of the hob.
- The isolating switch is easily accessible by the customer.

Before locating the fixing brackets

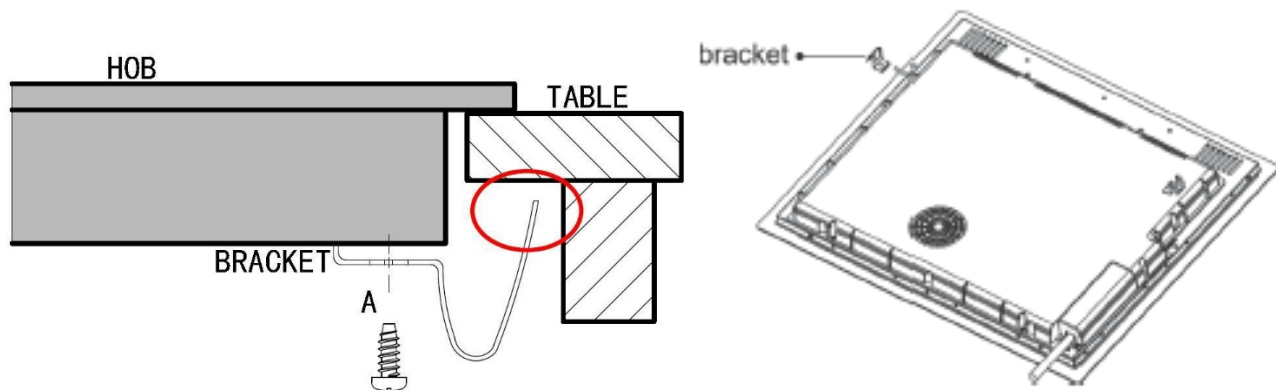
The unit should be placed on a stable, smooth surface (use the packaging). Do not apply force onto the controls protruding from the hob.

Adjusting the bracket position

Fix the hob on the work surface by screw 2 brackets on the bottom of hob (see picture) after installation.

Adjust the bracket position to suit for different table top thickness.

Installation Instructions



Under any circumstances, the brackets cannot touch with the inner surfaces of the worktop after installation (see picture).

Cautions

1. The induction hotplate must be installed by qualified personnel or technicians. We have professionals at your service. Please never conduct the operation by yourself.
2. The hob will not be installed directly above a dishwasher, fridge, freezer, washing machine or clothes dryer, as the humidity may damage the hob electronics.
3. The induction hotplate shall be installed such that better heat radiation can be ensured to enhance its reliability.
4. The wall and induced heating zone above the table surface shall withstand heat.
5. To avoid any damage, the sandwich layer and adhesive must be resistant to heat.
6. A steam cleaner is not to be used.

Connecting the hob to the mains power supply

This appliance is provided with a 10A power plug.

Before connecting the hob to the mains power supply, check that:

1. The domestic wiring system is suitable for the power drawn by the hob.
2. The voltage corresponds to the value given in the rating plate
3. The power supply cable sections can withstand the load specified on the rating plate.

To connect the hob to the mains power supply, do not use adapters, reducers, or branching devices, as they can cause overheating and fire.

The power supply cable must not touch any hot parts and must be positioned so that its temperature will not exceed 75°C at any point.

- If the cable is damaged or to be replaced, the operation must be carried out the by after-sale agent with dedicated tools to avoid any accidents.
- If the appliance is being connected directly to the mains an omnipolar circuit-breaker must be installed with a minimum opening of 3mm between contacts.
- The installer must ensure that the correct electrical connection has been made and that it is compliant with safety regulations.
- The cable must not be bent or compressed.
- The cable must be checked regularly and replaced by authorised technicians only.



- Allow disconnection of the appliance after installation.
- If the appliance is being hardwired, a means for disconnection must be incorporated in the fixed wiring in accordance with the wiring rules.

Product Details

About this cooktop:

This cooktop has been designed with a power limiter to ensure the cooktop does not exceed 2200W, allowing it to be plugged in to a standard 10amp power socket.

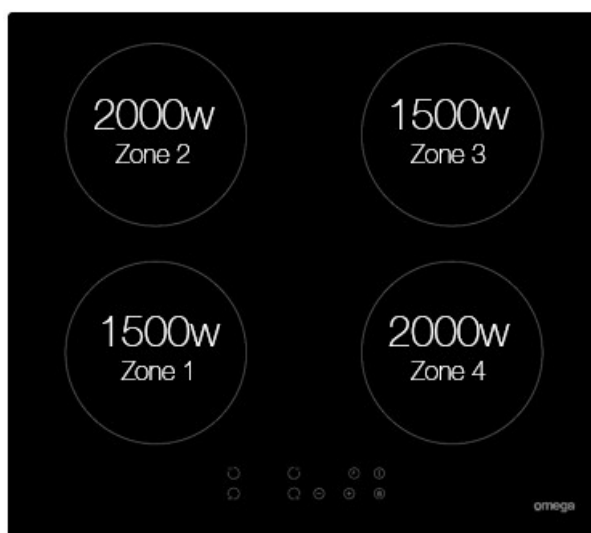
Note: if hardwiring, the power limitations will remain.

Using the cooktop:

Maximum of one or two zones used in conjunction will provide optimal results.

As the cooktop is equipped with a power limiter, when more zones are turned on the power level will change for each zone. See below explanation:

- Use any one zone at full power (level 9)
- Use any two zones in conjunction at max power level will be as follows:
 - Zone 1 – power level 7
 - Zone 2 – power level 6
 - Zone 3 – power level 7
 - Zone 4 – power level 7
- Use any three zones in conjunction at max power level 6 for three zones (e.g. Zone 1 & 2 & 3, Zone 1 & 3 & 4 etc.)
- Use four zones in conjunction and the max power level will be as follows:
 - Zone 1 – power level 5
 - Zone 2 – power level 5
 - Zone 3 – power level 5
 - Zone 4 – power level 6



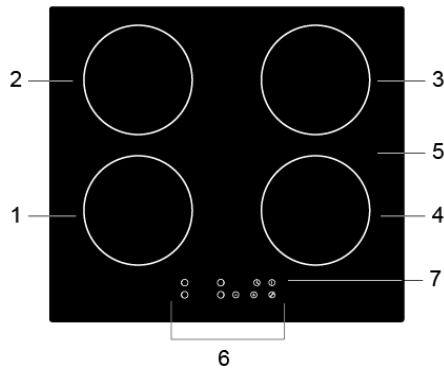
The below table shows approximate times to boil 1 litre of tap water:

Power level	1500w Zone	2000w Zone
9	Under 5 min (onsite testing 4min 43sec)	Under 3min (onsite testing 2min 54sec)
7	Under 7 min Onsite testing 6min 15sec)	Under 6 min (onsite testing 5min 40sec)

Note – these results are indicative only, results may vary depending on user's cookware and water temperature.

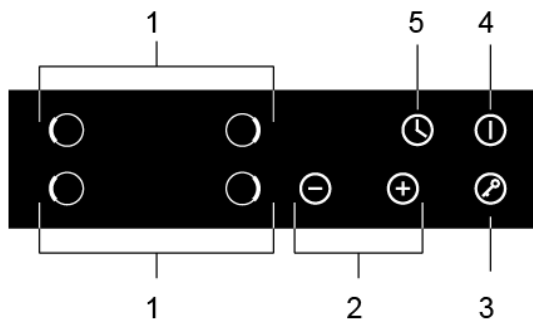
Product Details

Top View



1. Max. 1500W Zone
2. Max. 2000W Zone
3. Max. 1500W Zone
4. Max. 2000W Zone
5. Glass Plate
6. Control Panel
7. On / Off Control

Control Panel



1. Heating zone selection controls
2. Power / Timer regulating key
3. Keylock control
4. On / Off Control
5. Timer Control

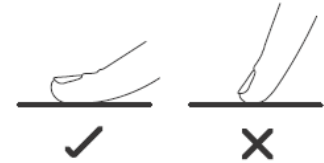
Technical Specifications

Cooking Zones	4 Zones
Supply Voltage	220-240V~ 50Hz or 60Hz
Installed Electric Power	2200W
Product Size L×W×H(mm)	590X520X60
Building-in Dimensions A×B (mm)	560X490

Operating Instructions

Touch Controls


- The controls respond to touch, so you don't need to apply any pressure.
- Use the ball of your finger, not its tip.
- You will hear a beep each time a touch is registered.
- Make sure the controls are always clean, dry, and that there is no object (e.g. a utensil or a cloth) covering them. Even a thin film of water may make the controls difficult to operate.



Choosing the right cookware

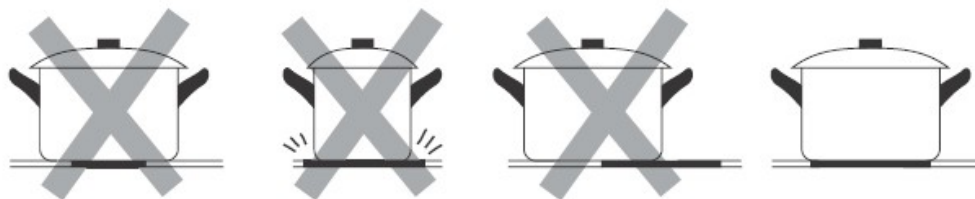


Only use cookware with a base suitable for induction cooking. Look for the induction symbol on the packaging or on the bottom of the pan.

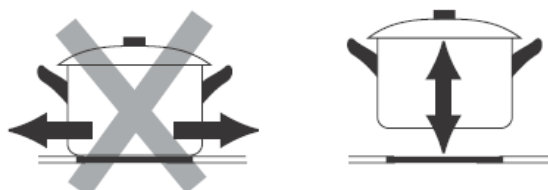
- You can check whether your cookware is suitable by carrying out a magnet test. Move a magnet towards the base of the pan. If it is attracted, the pan is suitable for induction.
- If you do not have a magnet:
 1. Put some water in the pan you want to check.
 2. If  does not flash on the display and the water is heating, the pan is suitable.
- Cookware made from the following materials is not suitable: pure stainless steel, aluminium or copper without a magnetic base, glass, wood, porcelain, ceramic, and earthenware.
- Do not use cookware with jagged edges or a curved base.



Make sure that the base of your pan is smooth, sits flat against the glass, and is the same size as the cooking zone. Use pans whose diameter is as large as the graphic of the zone selected. Using a pot a slightly wider energy will be used at its maximum efficiency. If you use smaller pot efficiency could be less than expected. Pot less than 140 mm could be undetected by the hob. Always centre your pan on the cooking zone.



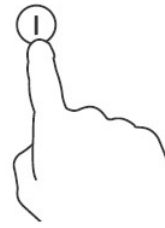
Always lift pans off the Induction hob – do not slide, or they may scratch the glass.



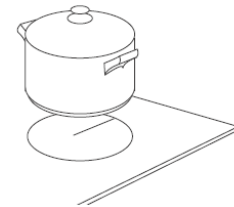
Operating Instructions

Start Cooking

Touch the ON/OFF control for three seconds. After power on, the buzzer beeps once, all displays show “-” or “- -”, indicating that the induction hob has entered the state of standby mode.



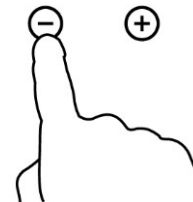
Place a suitable pan on the cooking zone that you wish to use. Make sure the bottom of the pan and the surface of the cooking zone are clean and dry.



Touching the heating zone selection control – an indicator next to the key will flash



Select a heat setting by touching the “-” or “+” control. If you don't choose a heat setting within 1 minute, the Induction hob will automatically switch off. You will need to start again at step 1. You can modify the heat setting at any time during cooking.



If the display flashes $\geq \underline{\quad} \leq$ alternately with the heat setting this means that:

- You have not placed a pan on the correct cooking zone or;
- The pan you're using is not suitable for induction cooking or;
- The pan is too small or not properly centered on the cooking zone.

No heating takes place unless there is a suitable pan on the cooking zone. The display will automatically turn off after 1 minute if no suitable pan is placed on it.

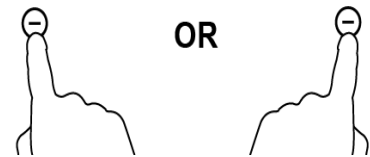
Operating Instructions

Finish Cooking

Touching the heating zone selection control that you wish to switch off



Turn the cooking zone off by scrolling down to "0" or touching "-" and "+" control together. Make sure the display shows "0".



Turn the whole cooktop off by touching the ON/OFF control.



Beware of hot surfaces

'H' will show which cooking zone is hot to touch. It will disappear when the surface has cooled down to a safe temperature. It can also be used as an energy saving function if you want to heat further pans, use the hotplate that is still hot.



Locking the Controls

- You can lock the controls to prevent unintended use (for example children accidentally turning the cooking zones on).
- When the controls are locked, all the controls except the ON/OFF control are disabled.

To lock the controls, touch the lock control. The timer indicator will show "Lo".

To unlock the controls, touch and hold the lock control for two seconds.



When the hob is in the lock mode, all the controls are disable except the ON/OFF button. You can always turn the induction hob off with the ON/OFF control in an emergency.

Operating Instructions

Timer control

You can use the timer in two different ways:

- You can use it as a minute minder. In this case, the timer will not turn any cooking zone off when the set time is up.
- You can set it to turn one or more cooking zones off after the set time is up. The timer of maximum is 99 min.

Using the Timer as a Minute Minder

Make sure the cooktop is turned on.

Note: You can use the minute minder even if you're not selecting any cooking zone.

Touch the timer control. The timer indicator will start flashing and "10" will show on the timer display.

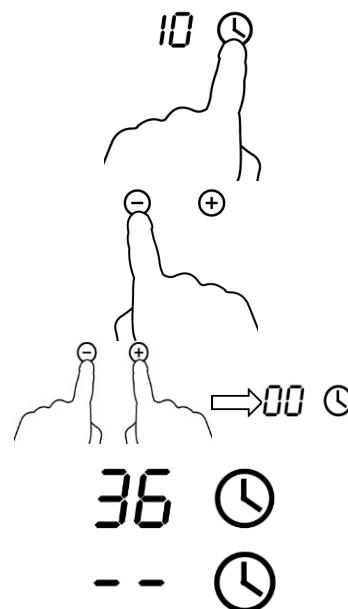
Set the time by touching the "+" or "-" controls.

Hint: Touch the "+" or "-" controls once to increase or decrease by 1 minute. Touch and hold the "+" or "-" controls to increase or decrease by 10 minutes.

Touch the "+" and "-" buttons together to cancel the timer. "00" will show on the minute display.

When the time is set, it will begin to count down immediately. The display will show the remaining time and the timer indicator will flash for 5 seconds.

The buzzer will beep for 30 seconds and the timer indicator will show "- -" when the timer is finished.



Setting the timer to turn one cooking zone off

Touch the heating zone selection control that you want to set the timer for (e.g. zone #3).

Touch the timer control. The timer indicator will start flashing and "10" will show on the timer display.

Set the time by touching the "+" or "-" controls.

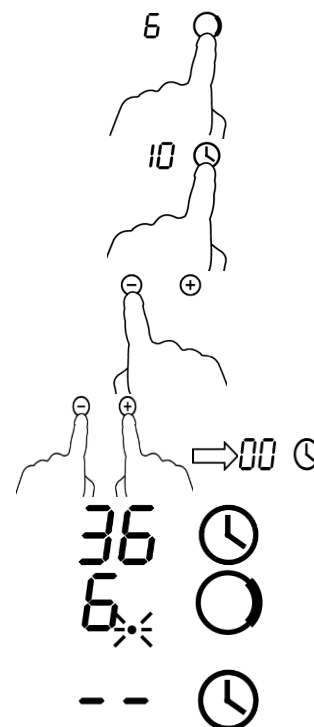
Touch the "+" and "-" buttons together to cancel the timer. "00" will show on the minute display.

When the time is set, it will begin to count down immediately. The display will show the remaining time and the timer indicator flash for 5 seconds.

NOTE: The red dot next to power level indicator will illuminate indicating that zone is selected.

When the cooking timer finishes, the corresponding cooking zone will be switched off automatically.

Other cooking zones will keep operating if they were turned on previously.



Operating Instructions

Default Working Times

Auto shut down is a safety protection function for your induction hob. It will shut down automatically if ever you forget to turn off your cooking. The default working times for various power levels are shown in the below table:

Power level	1	2	3	4	5	6	7	8	9
Default working timer (hour)	8	8	8	4	4	4	2	2	2

When the pot is removed, the induction hob can stop heating immediately and the hob will automatically switch off after 2 minutes.



People with a heart pace maker should consult with their doctor before using this unit.

Cooking Guidelines



Take care when frying as the oil and fat heat up very quickly. At extremely high temperatures oil and fat will ignite spontaneously and this presents a serious fire risk.

Cooking Tips

- When food comes to the boil, reduce the temperature setting.
- Using a lid will reduce cooking times and save energy by retaining the heat.
- Minimize the amount of liquid or fat to reduce cooking times.
- Start cooking on a high setting and reduce the setting when the food has heated through.

Simmering, cooking rice

- Simmering occurs below boiling point, at around 85°C, when bubbles are just rising occasionally to the surface of the cooking liquid. It is the key to delicious soups and tender stews because the flavours develop without overcooking the food. You should also cook egg-based and flour thickened sauces below boiling point.
- Some tasks, including cooking rice by the absorption method, may require a setting higher than the lowest setting to ensure the food is cooked properly in the time recommended.

Searing steak

To cook juicy flavorsome steaks:

1. Stand the meat at room temperature for about 20 minutes before cooking.
2. Heat up a heavy-based frying pan.
3. Brush both sides of the steak with oil. Drizzle a small amount of oil into the hot pan and then lower the meat onto the hot pan.
4. Turn the steak only once during cooking. The exact cooking time will depend on the thickness of the steak and how cooked you want it. Times may vary from about 2 – 8 minutes per side. Press the steak to gauge how cooked it is – the firmer it feels the more 'well done' it will be.
5. Leave the steak to rest on a warm plate for a few minutes to allow it to relax and become tender before serving.

For stir-frying

1. Choose an induction compatible flat-based wok or a large frying pan.
2. Have all the ingredients and equipment ready. Stir-frying should be quick. If cooking large quantities, cook the food in several smaller batches.
3. Preheat the pan briefly and add two tablespoons of oil.
4. Cook any meat first, put it aside and keep warm.
5. Stir-fry the vegetables. When they are hot but still crisp, turn the cooking zone to a lower setting, return the meat to the pan and add your sauce.
6. Stir the ingredients gently to make sure they are heated through.
7. Serve immediately.

Cooking Guidelines

Detection of Small Articles

When an unsuitable size or non-magnetic pan (e.g. aluminium), or some other small item (e.g. knife, fork, key) has been left on the hob, the hob automatically go on to standby in 1 minute. The fan will keep cooking down the induction hob for a further 1 minute.

Heat Settings

The settings below are guidelines only. The exact setting will depend on several factors, including your cookware and the amount you are cooking. Experiment with the induction hob to find the settings that best suit you.

Heat setting	Suitability
1 - 2	<ul style="list-style-type: none">• Delicate warming for small amounts of food• Melting chocolate, butter, and foods that burn quickly• Gentle simmering• Slow warming
3 - 4	<ul style="list-style-type: none">• Reheating• Rapid simmering• Cooking rice
5 - 6	<ul style="list-style-type: none">• Pancakes
7 - 8	<ul style="list-style-type: none">• Sautéing• Cooking pasta
9	<ul style="list-style-type: none">• Stir-frying• Searing• Bringing soup to the boil• Boiling water

Cleaning and Maintenance

What?	How?	Important!
<p>Everyday soiling on glass (fingerprints, marks, stains left by food or non- sugary spillovers on the glass)</p>	<ol style="list-style-type: none"> 1. Switch the power to the cooktop off. 2. Apply a cooktop cleaner while the glass is still warm (but not hot!) 3. Rinse and wipe dry with a clean cloth or paper towel. 4. Switch the power to the cooktop back on. 	<ul style="list-style-type: none"> • When the power to the cooktop is switched off, there will be no 'hot surface' indication but the cooking zone may still be hot! Take extreme care. • Heavy-duty scourers, some nylon scourers and harsh/abrasive cleaning agents may scratch the glass. Always read the label to check if your cleaner or scourer is suitable. • Never leave cleaning residue on the cooktop: the glass may become stained.
<p>Boil overs, melts, and hot sugary spills on the glass</p>	<p>Remove these immediately with a fish slice, palette knife or razor blade scraper suitable for Induction glass cooktops, but beware of hot cooking zone surfaces:</p> <ol style="list-style-type: none"> 1. Switch the power to the cooktop off at the wall. 2. Hold the blade or utensil at a 30° angle and scrape the soiling or spill to a cool area of the cooktop. 3. Clean the soiling or spill up with a dish cloth or paper towel. 4. Follow steps 2 to 4 for 'Everyday soiling on glass' above. 	<ul style="list-style-type: none"> • Remove stains left by melts and sugary food or spillovers as soon as possible. If left to cool on the glass, they may be difficult to remove or even permanently damage the glass surface. • Cut hazard: when the safety cover is retracted, the blade in a scraper is razor-sharp. Use with extreme care and always store safely and out of reach of children.
<p>Spillovers on the touch controls</p>	<ol style="list-style-type: none"> 1. Switch the power to the cooktop off. 2. Soak up the spill 3. Wipe the touch control area with a clean damp sponge or cloth. 4. Wipe the area completely dry with a paper towel. 5. Switch the power to the cooktop back on. 	<ul style="list-style-type: none"> • The cooktop may beep and turn itself off, and the touch controls may not function while there is liquid on them. Make sure you wipe the touch control area dry before turning the cooktop back on.

Cleaning and Maintenance

Problem	Possible causes	What to do
The induction hob cannot be turned on.	No power.	Make sure the induction hob is connected to the power supply and that it is switched on. Check whether there is a power outage in your home or area. If you've checked everything and the problem persists, call a qualified technician.
The touch controls are unresponsive.	The controls are locked.	Unlock the controls. See section 'Operating Instructions' for instructions.
The touch controls are difficult to operate.	There may be a slight film of water over the controls or you may be using the tip of your finger when touching the controls.	Make sure the touch control area is dry and use the ball of your finger when touching the controls.
The glass is being scratched.	Rough-edged cookware. Unsuitable, abrasive scourer or cleaning products being used.	Use cookware with flat and smooth bases. See 'Choosing the right cookware'.
Some pans make crackling or clicking noises.	This may be caused by the construction of your cookware (layers of different metals vibrating differently).	This is normal for cookware and does not indicate a fault.
The induction hob makes a low humming noise when used on a high heat setting.	This is caused by the technology of induction cooking.	This is normal, but the noise should quieten down or disappear completely when you decrease the heat setting.
Fan noise coming from the induction hob.	A cooling fan built into your induction hob has come on to prevent the electronics from overheating. It may continue to run even after you've turned the induction hob off.	This is normal and needs no action. Do not switch the power to the induction hob off at the wall while the fan is running.
Pans do not become hot and appears in the display.	The induction hob cannot detect the pan because it is not suitable for induction cooking. The induction hob cannot detect the pan because it is too small for the cooking zone or not properly centred on it.	Use cookware suitable for induction cooking. See section 'Choosing the right cookware'. Centre the pan and make sure that its base matches the size of the cooking zone.
The induction hob or a cooking zone has turned itself off unexpectedly, a tone sounds and an error code is displayed (typically alternating with one or two digits in the cooking timer display).	Technical fault.	Please note down the error letters and numbers, switch the power to the induction hob off at the wall, and contact a qualified technician.

Cleaning and Maintenance

Failure	Problem	Solution A
The LED does not come on when unit is plugged in.	No power supplied.	Check to see if plug is secured tightly in outlet and that outlet is working.
	The accessorial power board and the display board connected failure.	Check the connection.
	The accessorial power board is damaged.	Replace the accessorial power board.
	The display board is damaged.	Replace the display board.
Some buttons can't work, or the LED display is not normal.	The display board is damaged.	Replace the display board.
The Cooking Mode Indicator comes on, but heating does not start.	High temperature of the hob.	Ambient temperature may be too high. Air Intake or Air Vent may be blocked.
	There is something wrong with the fan.	Check whether the fan runs smoothly. If not, replace the fan.
	The power board is damaged.	Replace the power board.
Heating stops suddenly during operation and the display flashes "u".	Pan Type is wrong.	Use the proper pot (refer to cookware section).
	Pot diameter is too small.	Pan detection circuit is damaged, replace the power board.
	Cooker has overheated;	Unit is overheated. Wait for temperature to return to normal. Push "ON/OFF" button to restart unit.
Heating zones of the same side (such as the first and the second zone) display "u".	The power board and the display board connected failure;	Check the connection.
	The display board of communicate part is damaged.	Replace the display board.
	The main board is damaged.	Replace the power board.
Fan motor sounds abnormal.	The fan motor is damaged.	Replace the fan.

The above are the judgment and inspection of common failures.

Please do not disassemble the unit by yourself to avoid electric shock and damages to the induction hob.

Failure Codes

The induction hob is equipped with a self-diagnostic function. With this test the technician is able to check the function of several components without disassembling or dismantling the hob from the working surface.

Troubleshooting

Failure Code	Problem	Solution
Auto-Recovery		
E1	Supply voltage is above the rated voltage.	Please inspect whether power supply is normal.
E2	Supply voltage is below the rated voltage.	Power on after the power supply is normal.
E3	High temperature of ceramic plate sensor. (1#)	Wait for the temperature of ceramic plate return to normal.
E4	High temperature of ceramic plate sensor. (2#)	Touch "ON/OFF" button to restart unit.
E5	High temperature of IGBT. (1#)	Wait for the temperature of IGBT return to normal.
E6	High temperature of IGBT. (2#)	Touch "ON/OFF" button to restart unit. Check whether the fan runs smoothly; if not, replace the fan.
No Auto-Recovery		
F3/F6	Ceramic plate temperature sensor failure – short circuit. (F3 for 1#, F6 for 2#)	Check the connection or replace the ceramic plate temperature sensor.
F4/F7	Ceramic plate temperature sensor failure – open circuit. (F4 for 1#, F7 for 2#)	
F5/F8	Ceramic plate temperature sensor failure – invalid. (F5 for 1#, F8 for 2#)	
F9/FA	Temperature sensor of the IGBT failure. (short circuit/open circuit for 1#)	Replace the power board.
FC /FD	Temperature sensor of the IGBT failure. (short circuit/open circuit for 2#)	

Warranty

WARRANTY TERMS AND CONDITIONS COOKTOPS

This document sets out the terms and conditions of the product warranties for Residentia Group Appliances. It is an important document. Please keep it with your proof of purchase documents in a safe place for future reference should you require service for your Appliance.

1. IN THIS WARRANTY

- (a) 'acceptable quality' as referred to in clause 10 of this warranty has the same meaning referred to in the ACL;
 - (b) 'ACL' means Trade Practices Amendment (Australian Consumer Law) Act (No.2) 2010;
 - (c) 'Appliance' means any Residentia Group product purchased by you accompanied by this document;
 - (d) 'ASR' means Residentia Group authorised service representative;
 - (e) 'Residentia Group' means Residentia Group Pty Ltd of 165 Barkly Ave, Burnley VIC 3121, ACN 600 546 656 in respect of Appliances purchased in Australia;
 - (f) 'major failure' as referred to in clause 10 of this warranty has the same meaning referred to in the ACL and includes a situation when an Appliance cannot be repaired or it is uneconomic for Residentia Group, at its discretion, to repair an Appliance during the Warranty Period;
 - (g) 'Warranty Period' means:
 - (i) where the Appliance is used for personal, domestic or household use (i.e. normal single family use) as set out in the instruction manual, the Appliance is warranted against manufacturing defects for 24 months, following the date of original purchase of the Appliance;
 - (h) 'you' means the purchaser of the Appliance not having purchased the Appliance for re-sale, and 'your' has a corresponding meaning.
2. This warranty only applies to Appliances purchased and used in Australia and is in addition to (and does not exclude, restrict, or modify in any way) any non-excludable statutory warranties in Australia.

3. During the Warranty Period Residentia Group or its ASR will, at no extra charge if your Appliance is readily accessible for service, without special equipment and subject to these terms and conditions, repair or replace any parts which it considers to be defective. Residentia Group or its ASR may use remanufactured parts to repair your Appliance. You agree that any replaced Appliances or parts become the property of Residentia Group. This warranty does not apply to light globes, batteries, filters, seals or similar perishable parts.
4. Parts and Appliances not supplied by Residentia Group are not covered by this warranty.
5. You will bear the cost of transportation, travel and delivery of the Appliance to and from Residentia Group or its ASR. If you reside outside of the service area, you will bear the cost of:
 - (a) travel of an authorised representative;
 - (b) transportation and delivery of the Appliance to and from Residentia Group or its ASR, in all instances, unless the Appliance is transported by Residentia Group or its ASR, the Appliance is transported at the owner's cost and risk while in transit to and from Residentia Group or its ASR.
6. Proof of purchase is required before you can make a claim under this warranty.
7. You may not make a claim under this warranty unless the defect claimed is due to faulty or defective parts or workmanship. Residentia Group is not liable in the following situations (which are not exhaustive):
 - (a) the Appliance is damaged by:
 - (i) accident
 - (ii) misuse or abuse, including failure to properly maintain or service
 - (iii) normal wear and tear
 - (iv) power surges, electrical storm damage or incorrect power supply
 - (v) incomplete or improper installation
 - (vi) incorrect, improper or inappropriate operation
 - (vii) insect or vermin infestation
 - (viii) failure to comply with any additional instructions supplied with the Appliance;

— THIS WARRANTY IS VALID IN AUSTRALIA ONLY —

Warranty

- (b) the Appliance is modified without authority from Residentia Group in writing;
 - (c) the Appliance's serial number or warranty seal has been removed or defaced;
 - (d) the Appliance was serviced or repaired by anyone other than Residentia Group, an authorised repairer or ASR.
8. This warranty, the contract to which it relates and the relationship between you and Residentia Group are governed by the law applicable where the Appliance was purchased.
9. To the extent permitted by law, Residentia Group excludes all warranties and liabilities (other than as contained in this document) including liability for any loss or damage whether direct or indirect arising from your purchase, use or non use of the Appliance.
10. For Appliances and services provided by Residentia Group in Australia, the Appliances come with a guarantee by Residentia Group that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Appliance repaired or replaced if the Appliance fails to be of acceptable quality and the failure does not amount to a major failure. The benefits to you given by this warranty are in addition to your other rights and remedies under a law in relation to the Appliances or services to which the warranty relates.
11. At all times during the Warranty Period, Residentia Group shall, at its discretion, determine whether repair, replacement or refund will apply if an Appliance has a valid warranty claim applicable to it.
12. Missing parts are not covered by warranty. Residentia Group reserves the right to assess each request for missing parts in a case by case basis. Any parts that are not reported missing in the first week after purchase will not provide free of charge.
13. To enquire about claiming under this warranty, please follow these steps:
- (a) carefully check the operating instructions, user manual and the terms of this warranty;
 - (b) have the model and serial number of the Appliance available;
 - (c) have the proof of purchase (e.g. an invoice) available;
 - (d) telephone the numbers shown below.
14. You accept that if you make a warranty claim, Residentia Group and its ASR may exchange information in relation to you to enable Residentia Group to meet its obligations under this warranty.

IMPORTANT

Before calling for service, please ensure that the steps in point 13 have been followed.

CONTACT SERVICE

→ Service: 1300 11 HELP (4357)

The Australian Consumer Law requires the inclusion of the following statement with this warranty:

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

— THIS WARRANTY IS VALID IN AUSTRALIA ONLY —